



**Code: 0441**

Family: Clerical and Office Administration

Service: Administrative

Group: Clerical, Accounting and General Office

Series: General Clerical

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## **CLASS TITLE: SANITATION CLERK**

### **CHARACTERISTICS OF THE CLASS**

Under supervision, performs clerical and payroll duties in an assigned district office, and performs related duties as required

### **ESSENTIAL DUTIES**

- Maintains records of a district's refuse collection activities (e.g., daily route assignments and units completed, tonnage collected by individual refuse trucks, and bulk, compost, and litter basket pick up assignments)
- Prepares various reports (e.g., manpower distribution and absentee reports, daily truck and hired equipment allocations, street cleaning activity reports)
- Contacts division office on a daily basis to report crew shortages, route completion, and tonnage collected
- Maintains color coded maps to track daily work progress of crews throughout the districts
- Reviews daily timesheets and maintains timekeeping records for staff assigned to the districts
- Maintains records and prepares overtime cost reports
- Prepares various personnel forms (e.g., accident reports, payroll action forms, specialty rates)
- Receives requests from residents for sanitation services and forwards to supervisors
- Operates a computer terminal to input and update complaints and service requests received from residents
- Maintains a log of complaints or service requests forwarded through the Division Superintendent's office
- Provides area police district with information about areas scheduled for street cleaning
- Maintains inventory records of tools and materials issued to the district
- Prepares requisitions to order tools, materials, and office supplies as directed
- Attends community meetings and training classes to keep updated on City services, as required
- Provides residents with information regarding events and scheduled activities (e.g., spring and fall clean-up, green events, street cleaning season)

**NOTE:** *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

### **MINIMUM QUALIFICATIONS**

#### **Education, Training, and Experience**

- Two years of clerical work experience; or an equivalent combination of education, training, and experience

#### **Licensure, Certification, or Other Qualifications**

- None

## **WORKING CONDITIONS**

- General office environment

## **EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, scanner)
- Adding machine /calculator

## **PHYSICAL REQUIREMENTS**

- No specific requirements

## **KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**

### **Knowledge**

Moderate knowledge of:

- office management methods, practices, and procedures
- timekeeping and payroll methods, practices, and procedures

Some knowledge of:

- administrative and clerical methods, practices, and procedures
- report preparation methods, practices, and procedures
- \*English language spelling, punctuation, and grammar
- \*alphabetical or numerical classification of information
- geographical locations in the City
- applicable computer software packages and applications
- \*arithmetic principles

Knowledge of applicable City and department policies, procedures, rules, and regulations

### **Skills**

- \*ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- \*ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- \*CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- \*COORDINATION WITH OTHERS - Adjust actions in relation to others' actions

### **Abilities**

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand

- **COMPREHEND WRITTEN INFORMATION** - Read and understand information and ideas presented in writing
- **WRITE** - Communicate information and ideas in writing so others will understand
- **REASON TO SOLVE PROBLEMS** - Apply general rules to specific problems to produce answers that make sense
- **WORK WITH NUMBERS** - Add, subtract, multiply, or divide quickly and correctly
- **MAKE SENSE OF INFORMATION** - Quickly make sense of, combine, and organize information into meaningful patterns

**Other Work Requirements**

- **INITIATIVE** - Demonstrate willingness to take on job challenges
- **CONCERN FOR OTHERS** - Demonstrate sensitivity to others' needs and feelings and be understanding and helpful on the job
- **ADAPTABILITY/FLEXIBILITY** - Be open to change (positive or negative) and to considerable variety in the workplace
- **DEPENDABILITY** - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- **ATTENTION TO DETAIL** - Pay careful attention to detail and thoroughness in completing work tasks

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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\* May be required at entry.

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City of Chicago  
Department of Human Resources

March, 2014